

3 C'S OVERVIEW



Collaboration – *working through problems/challenges/conflict together*

- > Focus on “how” not “why”
- > Admit fault when appropriate
- > Appreciate different perspectives, styles and points of view
- > Remain objective - recognize there is more than 1 way of doing things



Consensus – *coming to a majority agreement about best approach (resolution)*

- > Weigh the pros and cons of each idea/suggestion
- > Plan a strategy around the “how”
- > Devise plan to execute on problem-solving strategy
- > Clarify “who” and “what”



Communication – *sharing information in a clear, concise manner*

- > Share strategic plan
- > Include rules of engagement going forward (roles and responsibilities)
- > Spell out process changes/enhancements

TIPS FOR EFFECTIVE PROBLEM SOLVING

1. Incorporate the 3 C's into your approach
2. Avoid succumbing to decision fatigue
3. Challenge traditional mindsets (norms)
4. Evaluate historical methods/data (both successes and failures)
5. Consider what “could be” and be patient/realistic with expectations
6. Make sure team members are self-aware and have equal footing
7. Give the project manager proper authority
8. Have a clear plan of execution



The key to problem-solving is a balanced team that is aligned on roles and the plan for execution. Everything should be “in concert” – like an orchestra.

CUSTOM SOLUTIONS FOR MAXIMUM IMPACT

We work proactively with our clients to create engaging, interactive learning solutions that address specific pain points. Reach out to us at info@lc-consultants.com to discuss how we can help **Unleash Your Talent®**.